



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON-ROCK ISLAND ARSENAL
1 ROCK ISLAND ARSENAL
ROCK ISLAND, ILLINOIS 61299-5000

REPLY TO
ATTENTION OF

MEMORANDUM OF UNDERSTANDING
BETWEEN
THE ROCK ISLAND COUNTY EMERGENCY TELEPHONE SYSTEM BOARD
AND
THE US ARMY GARRISON-ROCK ISLAND ARSENAL

SUBJECT: Certification and Implementation of US Army Garrison-Rock Island, Rock Island, Illinois, as a Public Safety Answering Point (PSAP)

1. Purpose: This memorandum establishes an agreement between the Rock Island (RI) County Emergency Telephone System Board (ETSB) and the US Army Garrison-Rock Island for the implementation and on-going operation of an E9-1-1 system at Rock Island Arsenal (RIA). This Memorandum of Understanding (MOU) is required by the RI ETSB as a requisite of the certification of RIA as a PSAP by the ETSB. Signatures on this MOU indicate agreement by both parties to accomplish the actions stated herein.

2. References:

- a. RIA E9-1-1 Dispatch Procedures for Call Takers and Emergency Responders (Attachment A).
- b. RIA Overflow Plan (Attachment B).
- c. Training Guidelines (Attachment C).

3. Project Background:

a. Rock Island Arsenal currently reroutes 911 calls from the base telephone switch to an on-base dispatching center. Approximately 300 commercial lines on RIA have 911 calls routed to the City of Rock Island PSAP. City of Rock Island dispatchers then contact RIA via the commercial telephone system or radio. RIA dispatchers do not receive Automatic Location Identification (ALI) data nor graphics information to pinpoint the location of the emergency. There is no rollover capability to reroute 911 calls to another answering point in the event the RIA dispatch center is unreachable. The current RIA 911 configuration will not be able to route cellular calls made from RIA to the RIA dispatch center when that capability becomes available from the cellular carriers.

b. To remedy the above deficiencies, a special funding appropriation was provided to RIA to establish an E9-1-1 PSAP at RIA. RIA enlisted the services of the Army Project Management Office, Defense Communications and Army Transmission Systems (PM DCATS), to manage

ORIGINAL

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the project. PM-DCATS selected Teltronics, Inc. to design and install an E9-1-1 system in June 2004. Implementation is planned for October 2005.

4. Responsibilities:

a. Rock Island Arsenal will:

(1) Perform as the Primary PSAP for E9-1-1 calls originating from landlines on RIA in accordance with Attachment A.

(2) Perform as the secondary PSAP for all wireless calls originating at RIA.

(3) Meet all RI County ETSB and State of Illinois Commerce Commission standards, methods of operation, and regulations pertaining to the operation of a PSAP. Information pertaining to adherence to these requirements is provided in Attachment B and Attachment C.

(4) Ensure all call takers are qualified based on National Emergency Number Association (NENA) regulations.

(5) Ensure staffing plans are coordinated with RI ETSB for overflow responsibilities. RIA will provide manned 24/7 phone numbers to RI ETSB for those periods of overflow requiring intervention by the Rock Island or Moline PSAPs.

(6) Provide continued Mutual Aid Support to those communities currently supported by RIA.

(7) Participate in the RI County ETSB monthly meeting as a liaison member. The sole purpose of participation will be for planning/communication with board members.

(8) Provide funding for RIA's E9-1-1 requirements related to the on-site installation and implementation of the RIA E9-1-1 system, to include all hardware, software, training, maintenance and telecommunication costs.

b. Rock Island County ETSB will:

(1) As Primary PSAP for wireless calls, accept all wireless emergency calls originating on RIA and, as appropriate, transfer calls to the RIA PSAP.

(2) Accept conditional routing for overflow of landline emergency calls originating from RIA (Attachment B).

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(3) Amend the Rock Island County ETSB application with the State of Illinois Commerce Commission to include RIA as a PSAP within the Rock Island County system.

(4) Coordinate with RIA in registering RIA Master Street Address Guide (MSAG) data into the county MSAG.

5. Funding: Nothing in this agreement changes the funding status quo.

a. Rock Island Arsenal will not receive any portion of the funds derived from the Rock Island County 911 surcharge or present any financial burden to the ETSB or any segment of the county or city government.


b. The application and distribution of the surcharge for commercial lines on RIA will continue as currently applied and distributed.

c. Rock Island Arsenal will continue to pay no surcharge on its internal telephone lines connected to the RIA Avaya G3 telephone switch.

6. MOU Modification/Termination: This agreement becomes effective when signed by both parties and may be amended at any time by mutual agreement between both parties. In the event of unforeseen circumstances including, but not limited to, the availability of funds, the Arsenal reserves the right to withdraw from this agreement and shall provide one hundred twenty (120) days written notice to the RI ETSB. Each party shall be solely responsible for payment of any expenses it has incurred should the agreement be terminated.


STEVEN W. SEIVER
Chairman, RI County ETSB

August 2, 2005
(Date)


ALAN G. WILSON
Garrison Manager
US Army Garrison-Rock Island

29 July 2005
(Date)

ATTACHMENT A

ROCK ISLAND ARSENAL FIRE & EMERGENCY SERVICES AND LAW ENFORCEMENT OPERATIONAL GUIDELINE

E9-1-1 Dispatch Procedures

1. PURPOSE: This Operational Guideline prescribes an efficient plan for Rock Island Arsenal Fire and Emergency Services (F&ES) Division and Law Enforcement Division personnel regarding E9-1-1 Dispatch Emergency and Non-Emergency Communications. The purpose of the work is to handle all telephone emergency and non-emergency calls and operate dispatch, communications, and automation equipment in order to respond appropriately with personnel and equipment. Incumbent may provide crisis intervention and basic life support to callers, when appropriate, until emergency personnel arrive.

2. SCOPE: This Operational Guideline is applicable to RIA F&ES personnel and Law Enforcement personnel manning the E9-1-1 call taker/dispatcher position. Types of calls received at RIA:

- a. Fire (structural, vehicle, natural cover, aircraft)
- b. Emergency Medical Service (EMS) (basic life support/advanced life support)
- c. Hazmat (both on land and in water)
- d. Rescue (confined space, trench, vehicle, high-angle, water/ice, structural collapse)
- e. Boat (water/ice rescue, assistance)
- f. Natural Disasters (floods, tornados, storms)
- g. Man-Made Disasters (explosions, train, single/multiple vehicle collisions, HAZMAT spills)
- h. Mutual Aid (case-by-case basis). All call numbers are programmed into the dispatch telephone system and also identified in the two (2) alarm desk books located at desk.
- i. Criminal Related (thefts, assaults, robbery, murders, Wanted on Warrant)
- j. Emergency Notifications to Personnel (family crisis, death, accidents, etc.)
- k. Non-Emergency Calls

3. RESPONSIBILITIES: To translate caller information into agency action. The primary purpose for this position is to dispatch emergency personnel and equipment using the E9-1-1 dispatch system, communicating effectively using tact and good judgment. Dispatchers must have the ability to type while talking on the phone or radio; ability to operate a computer system with associated software; enter and maintain reports and retrieve needed statistical information; operate under extremely trying conditions during emergencies while maintaining a calm composure.

4. PROCEDURES:

a. Public Safety Dispatcher provides emergency fire/medical and law enforcement services to the public by answering emergency E9-1-1 calls and responding with appropriate personnel and equipment.

b. Maintain accurate status of all emergency response equipment and personnel to assure prompt and accurate response. This equipment includes firefighting, hazardous materials, technical rescue, and ambulance.

c. Ability to provide basic Emergency Medical Dispatch (EMD) life support care through pre-arrival instructions to callers on a case-by-case basis. Required to possess and maintain certification in Cardiopulmonary Resuscitation (CPR). Continuous current certification is a condition of employment. Provides EMD assistance to callers with medical emergencies using the local authority emergency medical dispatch system. The EMD will verify the location, call back number for the incident, and then determine the patient's chief complaint, age, and status of consciousness and breathing. Caller information may indicate that the patient is unconscious and not breathing. Dispatcher initiates an immediate, appropriate, emergency response and provides the caller with advanced life support. The caller may be instructed, over the phone, on how to perform CPR, the Heimlich Maneuver, emergency childbirth, open an airway, or control bleeding. Maintains continuous telephone contact with caller (when appropriate) during emergency situations and gives instructions regarding what to do, and what not to do, prior to the arrival of pre-hospital care providers.

d. Responsible for the receipt and effective evaluation of E9-1-1 emergency calls.

e. Responsible for caller interrogation to determine the problem and nature of the call.

f. Prioritize all incoming emergency and non-emergency calls.

g. Identify the determinant and level of response and provide this and any additional information to responding units.

h. Stay in contact with emergency callers during situations until appropriate emergency field units arrive on scene.

i. Transfer caller to proper agency, as determined, or dispatch a variety of emergency equipment to include police, fire, ambulance, rescue, or hazardous materials unit.

- j. Update information for medical, police, and fire personnel enroute to call.
- k. Provide assistance to medical, police, and fire personnel by acting as liaison between department personnel and other agencies.
- l. Emergency Communication Skills: Obtain complete information, utilizing a logical sequence to receive and record:
 - (1) Location of incident.
 - (2) Nature of incident.
 - (3) Caller's location (if different from the incident location).
 - (4) Caller's phone number.
 - (5) Caller's address.
- m. Answer all calls by the 2nd ring.
- n. Upon receipt of call:
 - (1) Fire Department will:
 - (a) Hit bells 2 times and tones 2 times.
 - (b) Announce over the in-house intercom and radio.
 - (2) Police Department will: Dispatch units (2 minute response time on-island).
- o. Possess map reading skills and be familiar with the geography of the island and surrounding cities.
- p. Monitor post-wide computerized fire and intrusion detection alarm systems, determining type of alarm and appropriate response. Update, maintain, process, and track all records, guidelines, information, alarm books, pre-plan information, material safety data sheets, HAZMAT programs, fire alarm tracking programs, etc, utilizing specialized knowledge of the alarm systems in multiple buildings island-wide, installation layout, alarm transmitters and zones.
 - (1) Utilize the Transmitter book.
 - (2) Identify transmitter, zone, location of alarm, and type of alarm.

(3) Hit radio tone 2 times.

(4) Announce over the in-house intercom and radio.

q. Maintain knowledge of emergency resources and Mutual Aid Box Alarm System (MABAS). See alarm books and MABAS guidelines, located on alarm desk; perform as directed by Officer-in-Charge:

(1) Action for apparatus to cover in or move up to vacant stations.

(2) Off duty call-backs.

(3) Activation of mutual aid plans.

(4) Coordination.

r. Maintain reports and retrieve needed statistical information using the fire incident reporting system(s) and the Centralized Operations Police Suite (COPS).

s. Operate Dispatching system, radios and station alerting systems.

t. Operate computer based databases to provide field units with accurate information during emergencies.

u. Keep accurate documentation:

(1) Record time of events.

(2) Record series of all events.

(3) Log all information into computer.

(4) Provide ambulance run numbers (case-by-case basis). (Fire Department)

(5) Provide voucher numbers for ambulance runs when requested. (Fire Department)

(6) Provide Military Police Report numbers (case-by-case basis). (Law Enforcement)

v. Local agency notification:

(1) Garrison Manager's Office, extension 2-5555

(2) Force Protection Office, extension 2-2846/2-8016

(3) Safety Office, extension 2-1380/2-1381

(4) Public Affairs Office, extension 2-0700/2-1121

w. Non-Emergency Calls:

(1) Refer non-emergency callers to appropriate civilian and governmental agencies.

(2) Receive, relay, and transfer messages for department personnel.

(3) Operate communication equipment (TDD) for the hearing impaired, conveying messages, taking and making calls.

(4) Notify fire/police personnel of street closures and sprinkler systems that are out of service.

(5) Handle paging requests for various response agencies.

(6) Monitor weather reporting system.

(7) Coordinate specific weather forecasts for incidents requiring this information (fires and hazardous materials).

(8) Serve as a Customer Service Representative for the Public Works After Hours Work Order Desk providing technical support to accomplish work, maintenance, repair or alteration of buildings, utilities, alarm systems, parking areas, roadways, etc, applying practical knowledge of methods and techniques of facilities engineering work to include contractor functions.

x. Evaluate Work Orders for action or referral:

(1) During business hours, contact the Public Works Work Order Desk, extension 2-2388/2-2387.

(2) During non-business hours, contact Central Heating Plant, extension 2-5593.

y. Equipment (telephones, TDD, radios) maintenance and testing.

(1) Each morning, at 0800, test base and all vehicle/portable radios.

(2) Test TDD twice a month.

(3) Test E9-1-1 and 788-6534 each morning.

(4) If telephones are inoperable, contact the RIA IT Helpdesk at extension 2-0900.

(5) If radios are inoperable, contact RACOM at 797-7709.

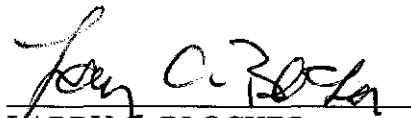
(6) Notify supervisors, immediately, of any problems.



RICHARD G. REED
Chief, Fire and Emergency
Services Division

7/28/05

(Date)



LARRY C. BLOCKER
Chief, Law Enforcement
Division

28 Jun 05

(Date)

ATTACHMENT B

ROCK ISLAND ARSENAL PSAP E9-1-1 OVERFLOW CALL PLAN / NON-EMERGENCY CALLS / ALARMS

1. Rock Island Emergency Response Center, located in Building 225, houses both the Police and Fire Departments for Rock Island Arsenal.
2. There will be one call taker position located on the second floor (Fire Department – primary position) and one position located on the first floor (Police Department – secondary position). There will be a third position located in Building 102, 3rd floor, which will be a back up position in the event the two positions in Building 225 are rendered inoperable.
3. E9-1-1 overflow calls will be forwarded to the backup PSAP by the SBC Communications Inc. (SBC) 911 Tandem.
4. Two (2) dedicated overflow administrative lines (with caller ID functionality) in a hunt group on Police, Fire, and backup E9-1-1 call taking positions, will be utilized to limit call overflow.
5. E9-1-1 Call Taking Scenarios:
 - a. Normal Call Path Coverage (Figure B-1):
 - (1) Originating 911 call from phone set.
 - (2) 911 call routed to SBC 911 network via ISDN PRI with caller-id.
 - (3) 911 call routed to RIA 911 trunk group based upon ESN.
 - (4) ANI controller receives call and performs ALI retrieval while passing call to RIA Avaya G3.
 - (5) RIA Avaya G3 rings all three (3) call taker positions, and when answered, ALI is displayed at call taker's position.
 - b. Route 1 Overflow Condition (Figure B-2):
 - (1) Originating 911 call from phone set.
 - (2) 911 call routed to SBC 911 network via ISDN PRI with caller-id.

(3) 911 call routed to RIA 911 trunk group based upon ESN BUSY condition observed on all four (4) 911 CAMA trunks.

(4) 911 call is directed towards RIA's two (2) dedicated administrative lines through the RIA Avaya G3.

(5) RIA Avaya G3 rings all three (3) call taker positions, and when answered, call taker can manually retrieve ANI/ALI display at call taker's position.

c. Route 2 Overflow Condition (Figure B-3):

(1) Originating 911 call from phone set.

(2) 911 call routed to SBC 911 network via ISDN PRI with caller-id.

(3) 911 call routed to RIA 911 trunk group based upon ESN BUSY condition observed on all four (4) 911 CAMA trunks.

(4) 911 call is directed towards RIA's two (2) dedicated administrative lines through the RIA Avaya G3 -BUSY condition observed on both (2) dedicated administrative lines.

(5) 911 call is directed towards the City of Rock Island PSAP's main 911 Wireline trunk group and answered by the City of Rock Island PSAP.

d. Route 3 Overflow Condition (Figure B-4):

(1) Originating 911 call from phone set.

(2) 911 call routed to SBC 911 network via ISDN PRI with caller-id.

(3) 911 call routed to RIA 911 trunk group based upon ESN BUSY condition observed on all four (4) 911 CAMA trunks.

(4) 911 call is directed towards RIA's two (2) dedicated administrative lines through the RIA Avaya G3 -BUSY condition observed on both (2) dedicated administrative lines.

(5) 911 call is directed towards the City of Rock Island main 911 Wireline trunk group and a BUSY condition is observed on all City of Rock Island main 911 Wireline trunks.

(6) 911 call is directed towards the 911 Centre Communications PSAP's main 911 Wireline trunk group and answered by the 911 Centre Communications PSAP.

e. The following procedures will be in place in the event that the backup PSAP is required to contact or dispatch to RIA because of an overflow situation:

(1) There will be a 7-digit access number with two (2) dedicated overflow administrative lines (with caller-id functionality) in a hunt group to all three (3) consoles.

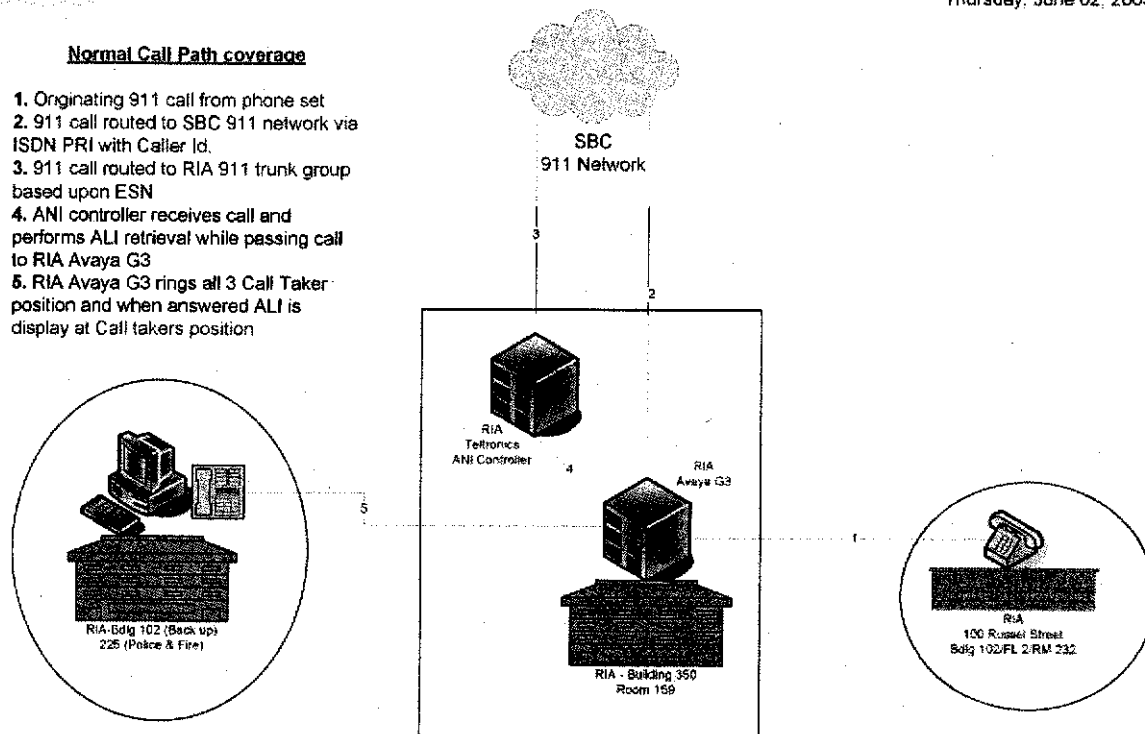
(2) In the event all three (3) consoles are busy or do not answer, dedicated emergency response administrative lines will be positioned at each secured access gate. In the event outside resources are dispatched to RIA, the access gate administrative phones can be contacted.

(3) Each backup PSAP will have a mutual aid radio contact with the police, fire, and access gates.

6. All elevator and building alarms will be directed to a 7-digit administrative number (not to the dedicated overflow administrative lines) ringing in on the Avaya G3 at the police, fire, and backup positions on RIA. RIA will also have a published number for information and non-emergency calls to the PSAP.

Normal Call Path coverage

1. Originating 911 call from phone set
2. 911 call routed to SBC 911 network via ISDN PRI with Caller Id.
3. 911 call routed to RIA 911 trunk group based upon ESN
4. ANI controller receives call and performs ALI retrieval while passing call to RIA Avaya G3
5. RIA Avaya G3 rings all 3 Call Taker position and when answered ALI is display at Call takers position

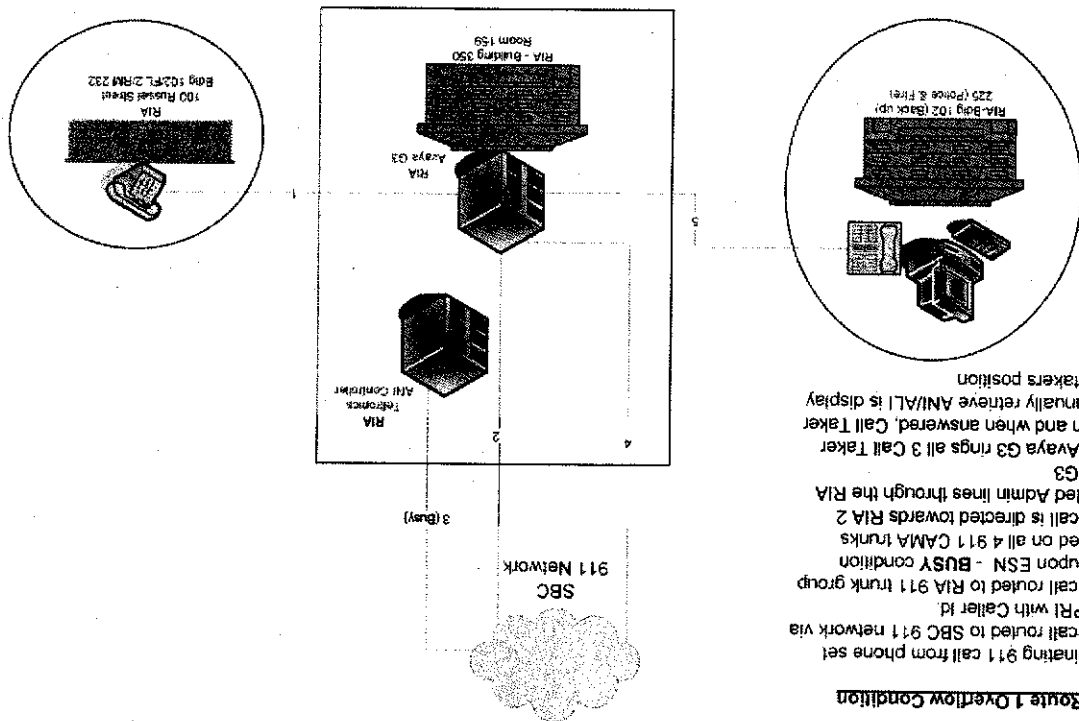


R.I.A. – 911 Conditional routing scenarios			
Normal Condition	REV – 1A	PENDING	

FIGURE B-1

Route 1 Overflow Condition

1. Originating 911 call from phone set
2. 911 call routed to SBC 911 network via ISDN PRI with Caller Id.
3. 911 call routed to RIA 911 trunk group based upon ESN - BUSY condition observed on all 4 911 CAMA trunks
4. 911 call is directed towards RIA 2 dedicated Admin lines through the RIA
5. RIA Aways G3 rings all 3 Call Taker Aways G3
6. RIA Aways G3 rings all 3 Call Taker position and when answered, Call Taker can manually retrieve ANI/ALI is display at Call takers position



R.I.A. - 911 Conditional routing scenarios	REV - 1A	PENDING
Route 1 Overflow Condition		

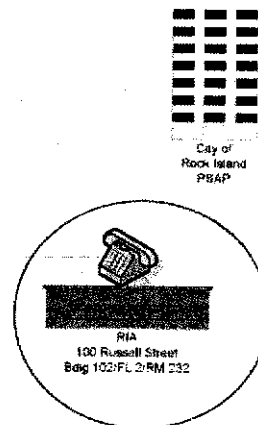
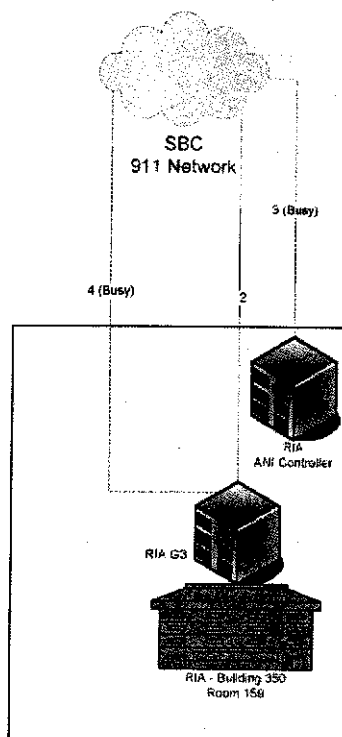
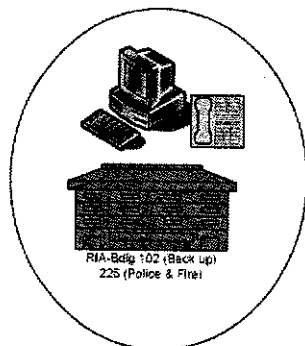
R.I.A. - 911 Conditional routing scenarios

TELTRONICS

Thursday, June 02, 2005

Route 2 Overflow Condition

1. Originating 911 call from phone set
2. 911 call routed to SBC 911 network via ISDN PRI with Caller Id.
3. 911 call routed to RIA 911 trunk group based upon ESN - **BUSY** condition observed on all 4 911 CAMA trunks
4. 911 call is directed towards RIA 2 dedicated Admin lines through the RIA G3 - **BUSY** condition observed on both (2) dedicated Admin Lines
5. 911 call is directed towards the City of Rock Island main 911 Wireline trunk group and answered by the City of Rock Island PSAP



R.I.A. - 911 Conditional routing scenarios		
Route 2 Overflow Condition	REV - 1A	PENDING

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FIGURE B-3

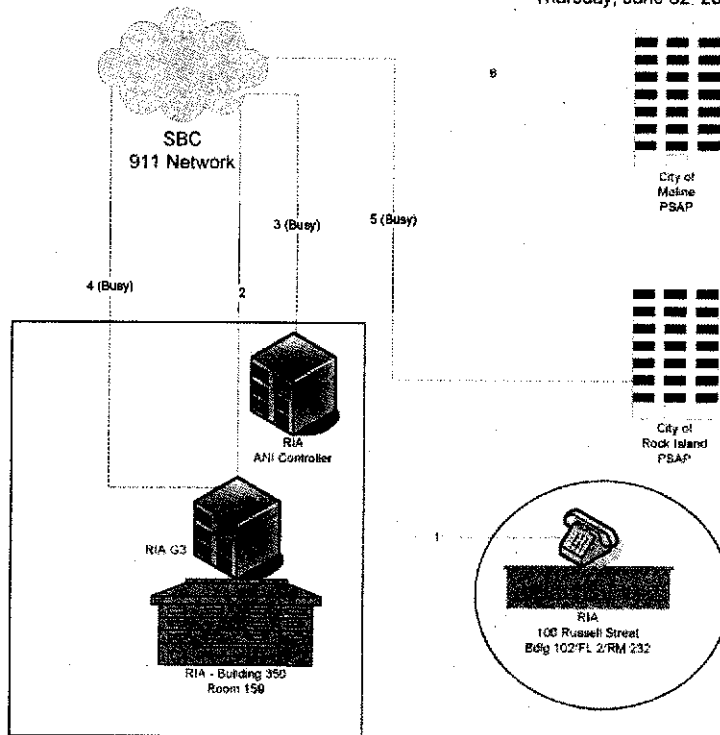
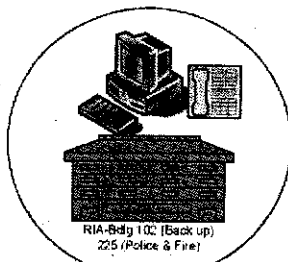
R.I.A. - 911 Conditional routing scenarios

TELTRONICS

Thursday, June 02, 2005

Route 3 Overflow Condition

1. Originating 911 call from phone set
2. 911 call routed to SBC 911 network via ISDN PRI with Caller Id.
3. 911 call routed to RIA 911 trunk group based upon ESN - **BUSY** condition observed on all 4 911 CAMA trunks
4. 911 call is directed towards RIA 2 dedicated Admin lines through the RIA Avaya G3 - **BUSY** condition observed on both (2) dedicated Admin Lines
5. 911 call is directed towards the City of Rock Island main 911 Wireline trunk group and a **BUSY** condition is observed on all City of Rock Island main 911 Wireline trunks
6. 911 call is directed towards the City of Moline main 911 Wireline trunk group and answered by the City of Moline PSAP



R.I.A. - 911 Conditional routing scenarios			
Route 3 Overflow Condition	REV - 1A	PENDING	

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FIGURE B-4

ATTACHMENT C

ROCK ISLAND ARSENAL (RIA) TRAINING/CERTIFICATION

1. POLICE and SECURITY GUARDS:

a. All RIA personnel that have access to the Law Enforcement Agency Data System (LEADS) are certified. Certification is required in order for access to be granted. This applies to RIA Police and Guard personnel with Mobile Data Terminals (MDTs) located in the squad car and access control points.

b. RIA will schedule State of Illinois approved training and Mobile Team Training Unit (MTTU) IV training for those officers requiring either, as classes and schedule allow.

(1) The next Medical Dispatch class is scheduled for July 2005.

(2) MTTU IV is offering a telecommunications course in the November 2005 timeframe (4 slots).

(3) The RIA Police/Guard dispatchers will be certified to perform Cardiopulmonary Resuscitation (CPR) by a qualified CPR trainer from the RIA Fire Department.

2. FIRE/EMS:

a. All RIA Firefighters are certified at the Emergency Medical Technician-Defibrillator (EMT-D) or Emergency Medical Technician-Paramedic (EMT-P) level.

b. All RIA Firefighters (with the exception of four [4]), have been certified as Telecommunicator I & II by the Department of Defense. The four (4) not yet certified will be scheduled for training as those classes become available.

c. All RIA Firefighters operate the E9-1-1 desk and have been trained in the correct operational procedures.

d. State of Illinois approved certification training for all RIA Firefighters is scheduled to ensure the most current operational procedures of an E9-1-1 Center are employed.

3. Emergency Medical Dispatch (EMD) certification of all Rock Island Arsenal Fire/EMS personnel will be coordinated with the Rock Island County Medical Director.